

# KATY WEBB



## EDUCATION

**GRADUATE CERTIFICATE**  
**Business Analytics and SAS**  
*East Carolina University | 2019*

**GRADUATE CERTIFICATE**  
**Distance Education Administration**  
*East Carolina University | 2015*

**MASTER OF ARTS**  
**Library and Information Studies**  
*University of Wisconsin-Madison | 2011*

**MASTER OF ARTS**  
**German Linguistics**  
*University of Wisconsin-Madison | 2003*

**BACHELOR OF ARTS**  
**Art History & German**  
*University of Wisconsin-Madison | 2002*

## AWARDS

**FULBRIGHT SPECIALIST**  
*The Netherlands | 2019, completed 2022*

**CREED AWARD**  
*ECU Dean of Students' Office | 2019*

**CENTENNIAL AWARD FOR EXCELLENCE**  
*ECU Chancellor's Highest Award | 2018*

**UP AND COMER AWARD**  
*ATG Media (Charleston Conference) | 2017*

## PROFESSIONAL WORK EXPERIENCE

### **BETTY DREES JOHNSON DEAN OF THE LIBRARY AND LEARNING TECHNOLOGIES AT DUPONT-BALL LIBRARY PROFESSOR**

*Stetson University | July 2024-Present*

- Serve as an active member of the Academic Affairs leadership team, including as a part of the Provost's Cabinet and President's Cabinet.
- Responsible for overseeing the library's budget (\$2M) and in planning and managing an annual endowment for innovation in the library.
- Hire exceptional faculty and staff; manage a team of 22 staff members.
- Actively contribute to fundraising efforts and develop donor relationships.
- Lead strategic planning for the library; build and foster connections with other deans and university programs.
- Tenured member of the faculty at the full professor level. Serve in university governance and on administrative and academic committees.

### **DIRECTOR OF YALE ACCESS SERVICES AND BASS LIBRARY**

*Yale University | May 2020-June 2024*

- Lead and drive development, guidelines, and policies related to access services with a focus on exceptional service and user experience.
- Oversee the operation of Yale's interlibrary loan, IvyPlus consortial borrowing, reserves, chat service, and both main service desks.
- Analyze, evaluate, and set priorities for a budget of over \$2M in funds. Manage the approval fund and book purchasing for Bass Library.
- Lead a diverse, highly-skilled staff, including recruitment, hiring, and evaluation. Oversee three direct managerial reports (total of 23 people).
- Exercise programmatic leadership as a space owner and representative for the user experience for the Bass Library, and for iconic spaces in Sterling Memorial Library, including the Linonia and Brothers (L&B) Reading Room, Starr Main Reference Room, Wright Reading Room, the Periodical Reading Room, the Nave, and the 14-story book stack tower.
- Ensure outstanding outreach and student engagement programs that integrate seamlessly with research support librarians.

### **HEAD, RESEARCH AND INSTRUCTIONAL SERVICES ASSOCIATE PROFESSOR**

*Joyner Library, East Carolina University | April 2014-April 2020*

- Supervise 7 faculty members and 4 staff members (total of 11 direct reports) in a busy, fast-paced, academic library setting.
- Write departmental goals, reports and reviews. Serve on committees and undertake initiatives related to the administration of a library department.
- Monitor trends with library instructional services & classroom technology.
- Oversee the library's reference desk and chat service.
- Act as liaison librarian to the department of Foreign Languages and Literatures. Manage a budget for books and films for German, French, Spanish, and Russian departments.
- Teach research skills classes for students, conduct research consultations, and provide scholarly communications services to faculty.

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## RELATED WORK EXPERIENCE (CONTINUED)

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### INSTRUCTIONAL DESIGN LIBRARIAN ASSISTANT PROFESSOR

*Joyner Library, East Carolina University | July 2011-April 2014*

- Produce high quality, technology-rich tutorials to provide resources to undergraduate, graduate, and distance ed students.
- Serve as ECU's LibApps administrator, setting policies, training all new employees on use of LibGuides, LibAnswers FAQ, etc.
- Teaching in-person and online instruction, as listed above.
- Served both as assistant department head and interim department head.

### COURSE INTEGRATED TECHNOLOGY TEACHING ASSISTANT

*MERIT Library, University of Wisconsin-Madison | August 2009-May 2011*

- Support, fix, and maintain large collection of circulating hardware, including computers, projectors, cameras, and more.
- Create budget requests, order new equipment, and catalog items in the ILS. Evaluate new technologies.
- Teach face-to-face library instruction to students, topics include Adobe Suite and other multimedia software.
- Provide high level of service at the reference desk and computer help desk.
- Over the summer of 2010, planned and implemented innovative workflow to combine reference and computer help desks.

#### ***Other work experiences at University of Wisconsin-Madison included:***

- Professional Practicum Experience, Digital Collections Center, Summer 2010, find materials here: <https://bit.ly/3U0IA7i>
- Reference Assistant and Evening Circulation Supervisor, Kohler Art Library, Fall and Spring 2009
- LIS 201 Teaching Assistant, Department of Library and Information Studies, Fall 2009

### QUALITY ASSURANCE ENGINEER

*Sony Creative Software, Madison, WI | June 2005-August 2009*

- Test complex audio and video software in up to 17 languages on many operating systems and PC configurations.
- Craft technical documentation to report issues with software, including bug reports and a wiki, to dispersed staff.
- Assisted in the creation of *Seminar Series* training videos for Sony's professional multimedia software line.
- *Note:* Before serving as a QA Engineer, I worked in the Customer Service and Technical Support department as the Team Lead (until November 2008). In that role, I served on the management team in a culturally diverse environment, provided phone support, and authored technical documentation. I also provided project management for translation, coordinated scheduling, and trained new employees. Translated documents into German, Dutch, and Spanish.

## PUBLICATIONS

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Webb, K. and Morrissey, J. (in edits, 2024). Supporting the whole student outside of the classroom: A framework for mentoring and teaching student employees. In Rodriguez, E. (Ed.) *Teaching the Whole Student: Compassionate Instruction in the Academic Library*. Chicago, IL: Association of College and Research Libraries.

Webb, K. and Sesink, L. (2024). Engagement scenarios for tomorrow's library labs. *portal: Libraries and the Academy*, 24(3). [https://preprint.press.jhu.edu/portal/sites/default/files/05\\_24.3webb.pdf](https://preprint.press.jhu.edu/portal/sites/default/files/05_24.3webb.pdf)

Colón-Aguirre, M. and Webb, K. (2022). Time: The secret ingredient for work-life balance among academic librarians. In Marcano, N. et al. (Eds.) *Academic Librarian Burnout*. Chicago, IL: College and Research Libraries.

Webb, K. (2022). Getting there is the journey: Obtaining grant funding for a professional experience abroad. *Journal of New Librarianship*, 7(2). <https://doi.org/10.33011/newlibs/12/14>

Deale, C., Webb, K. (2022). A study of online hospitality management students' information literacy. *Journal of Teaching in Travel & Tourism*. <https://doi.org/10.1080/15313220.2022.2056560>

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## PUBLICATIONS (CONTINUED)

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- Webb, K. (2020). Benchmarking library creative spaces for research support and faculty/librarian partnerships. *Journal of Learning Spaces*, 9(2). <http://libjournal.uncg.edu/jls/article/view/1966/1477>
- Colón-Aguirre, M. and Webb, K. (2020). An exploratory survey measuring burnout among academic librarians in the southeast of the United States. *Library Management* 41 (8/9), p. 703-715. <https://doi.org/10.1108/LM-02-2020-0032>
- Shirkey, C., Hoover, J., and Webb, K. (2020, December). Doing the work: Crafting and implementing liaison competencies. *College & Research Libraries News*. <https://crln.acrl.org/index.php/crlnews/article/view/24727/32560>
- Webb, K. (2020, January). Curriculum mapping in academic libraries: Revisited. *College & Research Libraries News*.
- Dragon, P., Tatterson, R., and Webb, K. (2019). Om nom nom: Integrating yoga with your lunch break. In Seibert, H. et al. (Eds.) *Ideabook of Positive Change in Libraries*. Chicago, IL: ALA Editions, Neal-Schuman.
- Webb, K. (2018). Development of creative spaces in academic libraries: A decisionmaker's guide. Chandos Publishing, London, UK. (Book published March 2018; link at <https://amzn.to/2KoWezi>)
- Hisle, D. and Webb, K. (2018). Information literacy concepts. Open Educational Resource Monograph; link located here: [http://media.lib.ecu.edu/DE/tutorial/OER/Information\\_Literacy\\_Concepts.pdf](http://media.lib.ecu.edu/DE/tutorial/OER/Information_Literacy_Concepts.pdf)
- Webb, K. (2017). Literature search: a librarian's handout to introduce tools, terms, and technique. Elsevier Library Connect.
- Webb, K., Rhodes, T., Cook, E., Andresen, C., and Russell, R. (2016). Our experience with User Experience: Exploring staffing configurations to conduct UX in an academic library. *Journal of Library Administration*. 56 (7).
- Blevins, A., Inman, M., Webb, K., and Andresen, C. (2016). Current and future trends for supporting online and distance education. In Russell, R. and Coghill, J. (Ed.), *Developing Library Competencies*. Lanham, MD: Rowman & Littlefield.
- Webb, K. and Hoover, J. (2015). Universal Design for Learning (UDL) in the academic library: A methodology for mapping multiple means of representation in library tutorials. *College and Research Libraries*. 76 (4), 537-553.
- Buchanan, H., Webb, K., Houk, A. H., and Tingelstad, C. (2015). Curriculum mapping in academic libraries. *New Review of Academic Librarianship*, 21 (1), 94-111.
- Andresen, C. and Webb, K. (2014). Adult learners. In Blevins, A. and Inman, M. (Ed.), *Curriculum-Based Library Instruction: From Cultivating Faculty Relationships to Assessment*. Lanham, MD: Rowman & Littlefield.
- Kavanagh, K. (2014). What I did over my summer vacation: LibGuides summer project. *College & Research Libraries News*.
- Kavanagh, K. (2013). Incorporating cartoons in an academic library: Spicing up LibGuides graphically at East Carolina University. *College & Research Libraries News*, 74 (7), 358-360.

Full Listing Available Upon Request

## PRESENTATIONS, WEBINARS, AND POSTERS

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| <b>ACRL-Northeast Chapter Annual Conference: Worcester, MA</b>   | June 2024    |
| Presentation Topic: Supporting the Whole Student: A Framework for Mentoring and Teaching Student Employees*      |              |
| <b>Association of Research Libraries (ARL), 183<sup>rd</sup> Association Meeting: Washington, D.C.</b>           | October 2023 |
| Panel Topic: Leveraging Program Insights for Leadership*   |              |
| <b>ACRL-Northeast Chapter Annual Conference: Worcester, MA</b>   | June 2023    |
| Presentation Topic: Creative Spaces in Academic Libraries: Engaging Users through the Studio Model               |              |
| Lightning Talk Topic: Getting There is the Journey: Obtaining Grant Funding for a Professional Experience Abroad |              |
| <b>Computers in Libraries Conference: Washington, D.C.</b>   | March 2023   |
| Presentation Topic: Creative Spaces in Academic Libraries  |              |

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## PRESENTATIONS, WEBINARS, AND POSTERS (CONTINUED)

<b>Student Employment in Academic Libraries Symposium</b>	October 2022
Poster Topic: Creating a Culture of Gratitude with Library Student Employees	
<b>North Carolina Library Association Biennial Conference</b>	October 2021
Poster Topic: Donor Support for Textbook Affordability*	
<b>DH Lunch (Leiden University DH Lab Talk)</b>	April 2020
Webinar Topic: Benchmarking Library Creative Spaces: The DH Lab	
<b>North Carolina Libraries Association Biennial Conference</b>	October 2019
Presentation Topic: Are We Burned Out Yet? Librarians Experiencing Burnout in their Careers*	
Presentation Topic: Spaces to GROW: Library Student Employment as a High Impact Educational Practice*	
Presentation Topic: Data, Video, Coding, Making: Libraries are Spaces to Create	
<b>LAUNC-CH Conference: Chapel Hill, NC</b>	March 2019
Presentation: Creative Spaces in the Library: Using the "Third Place" to Provide Data and Media Literacy Skills and Services	
<b>High Impact Practices in the States: HIPs National Conference: Bowling Green, KY</b>	February 2019
Presentation Topic: Curriculum Mapping: A Method for Situating Support Services into HIPs Courses	
<b>North Carolina Library Association Online Conference</b>	February 2019
Webinar Topic: Creative Space and Services: Libraries Supporting Media and Data Literacy	
<b>Association of College and Research Libraries' University Library Section Webinar (ACRL/ULS)</b>	January 2019
Webinar Topic: Using Liaison Competencies to Design Scholarly Communication Boot Camp Training Sessions*	
<b>Library Orientation Exchange (LOEX) Conference: Houston, TX</b>	May 2018
Presentation Topic: Composition of the Stars: Observing a Constellation of Data from Student Writing Award Submissions to Determine Success Indicators*	
<b>National Information Standards Organization (NISO) Webinar</b>	September '17
Webinar Topic: Creative Spaces in Academic Libraries	
<b>Elsevier Library Connect Webinars</b>	
Presentation Topic: High Impact Practices and Library Services	May 2017
Presentation Topic: Curriculum Mapping	October 2016
<b>IFLA World Library Information Congress: Columbus, OH, USA</b>	August 2016
Poster Topic: Connect with your Users: Usability Testing and How User Experience may Actually Work for You*	
<b>Library Orientation Exchange (LOEX) Conference: Pittsburgh, PA</b>	May 2016
Lightning Talk: From Garbage to Garden: Composting Instructional Concepts to Improve LibGuides	
<b>North Carolina Libraries Association Biennial Conference: Greensboro, NC</b>	October 2015
Panel Topic: Asking "What's the Matter?" Our Experience with User Experience *	
Poster Topic: A Place in the Sun: Cleaning up Online Content with the LibGuides Summer Project	
<b>ACRL Biennial Conference: Portland, OR</b>	March 2015
Poster Topic: Making a List and Checking it Twice: Creating a Sustainable Future in User Experience*	
<b>College STAR Shared Learning Conference: Greenville, NC</b>	May 2014
Poster Topic: A Methodology for Mapping Multiple Means of Representation in Library Tutorials*	
<b>Library Orientation Exchange (LOEX) Conference: Grand Rapids, MI</b>	May 2014
Panel Topic: Zombies, Pirates, and Law Students: Comics in the Academic Library*	
<b>North Carolina Libraries Association Biennial Conference: Winston-Salem, NC</b>	October 2013
Panel Topic: Strengthening Instruction Through Curriculum Mapping: A Collaborative Strategy for Targeted Teaching*	
<b>American Libraries Association Annual Conference: Chicago, IL</b>	July 2013
Poster Topic: Universal Design for Learning, the Library, and STEM: Common Cause, Uncommon Ground*	

*\*presented in conjunction with article collaborators listed above*

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## PROFESSIONAL SERVICE

### National

ACRL Language and Linguistics Discussion Group, co-convener	2023-present
ACRL Academic Library Services to International Students, co-convener	2019-2021
LITA Diversity Scholarship Awards Committee, chair	2014-2015
LITA Technology and Access Committee	2012-2014

### Regional/State/Consortial

ACRL-NEC (New England) Collection Development Interest Group, co-chair	2022-present
IvyPlus Resource Access & Sharing Strategies Group (RASS), member	2021-present
NCLA Reference and Adult Services Section, Vice-Chair/Chair/Past	2015-2021

### University (Yale)

Fellow and First Year Advisor, Grace Hopper College	2021-present
Cybersecurity Awareness Task Force	2021-2022

### Library (Yale)

Area Coordinator for Access Services (select new LSP)	2022-present
Sterling 2031 Executive Committee, capital building project planning	2023-present
Access Steering Committee, chair	2020-present
Emergency Operations, member	2020-present
Resuming Operations (COVID reopening)	2020-2022
Library Management Forum	2020-present
Student Library Advisory Committee	2020-present
Web Steering Committee, co-chair	2021-2023
Web Advisory Group, member	2023-present
End Point Advisory Group, member	2022-present
Collection Steering Committee, member	2023-present
Collection Development Subcommittee, member	2020-present
Accessibility Task Force, ex-officio member	2023-present

### Hiring Committees (Yale)

Director, Data and Computational Methods, member	Spring 2023
Digital Humanities Project Manager, member	Summer 2021
A/V Systems Engineer, member	Fall 2021
Evening and Weekend Manager, assisted hiring manager	Fall 2021

### Service to the Community

Madison, CT Scranton Public Library Board of Trustees, member	2023-present
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### University (ECU)

Academic Technology Advisory Committee (select LMS)	2018-2020
Global Affairs Committee	2018-2020
Faculty Senate Service Learning Committee, Secretary	2012-2015
Online Quality Council for SACS Reaccreditation	2011-2013

### Library (ECU)

EHRA Assembly, President	2015 & 2019
Mentor, Faculty member	2015-2018
Mentor, SHRA staff member	2013-2014
Library Diversity Committee, served as chair	2013-2017
User Experience Task Force	2014-2016

*Full Listing Available Upon Request*

# KATY WEBB

## CONTINUING STUDIES

**Intensive Learning Program**, Association of Research Libraries fellowship program, 2023 cohort  
**HEART Customer Service Training**, Yale library-wide training, 3 hours, June 2022  
**Italian 1 and 2**, UW-Madison Continuing Studies, January-July 2021  
**Managing at Yale: Essentials, Great Manager, & Managing for Results**, 3-part online program lasting 9 months, 2020-2021  
**Inclusive Manager's Toolkit**, DeEtta Jones and Associates, DEI managerial training lasting 4 months, Sept. 2020-January 2021  
**Introduction to Programming with Python**, Leiden University, October-November 2019 (3-part, 9-hour course)  
**Certificate in Library Leadership and Management**, six 4-week courses, Library Juice Academy, 2017  
**Spanish Language**, 5 semesters, Madison College, 2005-2007

## GRANTS

### CO-CURRICULAR COLLABORATION GRANTS

*ECU Student Affairs* | 2013 & 2017

1. Project: The Human Library, \$500
2. Project: Console-Ing Passions, \$750

### EARLY CAREER LIBRARIAN CONFERENCE SCHOLARSHIP GRANT

*Association of College and Research Libraries* | 2015

ACRL Biennial Conference, Portland, \$625

### BB&T LEADERSHIP ENHANCEMENT FUND GRANT

*BB&T and ECU* | 2011

Title: Evidence-Based Leadership in the Hospitality Leadership Curriculum, \$10,000

## PROFESSIONAL ORGANIZATIONS

American Library Association

International Federation of  
Library Associations and  
Institutions

Association of College and  
Research Libraries

ACRL-Northeast Chapter

## GLOBAL EXPERIENCE

Throughout my career, I have focused on language learning and engaging with other cultures. This section outlines study and professional contributions that show commitment to engaging with international students, global libraries, and diverse people.

### Professional Work Abroad

Fulbright Specialist, Leiden, the Netherlands	2019 & 2022
Project: Developing a Digital Scholars Lab at Universiteit Leiden	
Cill Rialaig Residency, County Kerry, Ireland	2019

### Study Abroad

Nederlandse Taalunie, Zeist, the Netherlands, <i>Dutch</i>	2002
Goethe Institut, Berlin, Germany, <i>German</i>	2001
Graduate, Heidelberg High School, Germany	1994-1998

### Service

ECU Global Affairs Committee, member	2018-2020
ACRL Academic Library Services to International Students, co-convener	2019-2021
International Federation of Library Associations and Institutions, member	

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